



July 16, 2003

Arizona Department of Administration
State Procurement Office
100 North 15th Ave
Suite 104
Phoenix, AZ 85007-3223

RE: Telecommunications Executive Governance Committee letter

To Whom It May Concern:

INFONXX is a recently registered vendor in the State of Arizona. We are the industry's leading wholesale directory assistance provider, partnering with Verizon Wireless, Sprint PCS, XO Communications, Pricewaterhouse Cooper, Merrill Lynch and many more.

Superior technology, outstanding database reach, exacting quality control, and uncompromising standards of customer service yield information capabilities that are uniquely diversified, responsive and *cost-effective*. As the tariff rate in the State of Arizona has just been raised to \$1.15 per call for local and long distance, INFONXX can offer a flat rate at half that cost for local and long distance. Depending on monthly call volume, the cost per call can be even lower.

INFONXX has built a network architecture that is easily scalable and flexible enough to support multiple network and interconnectivity options. To provide a recommended service delivery model, INFONXX would need additional information on the State of Arizona's current network configuration and monthly call volumes. INFONXX can either provide the state with toll free access or T1 access into our network. With toll free access, INFONXX will provide the state with a toll free access number(s) to be programmed into the PBX within the state's switching network. With T1 access, a direct connect, point to point T1 is ordered from the state's switching platform to INFONXX's switching platform. Through this solution, call completion is available.

INFONXX believes that we are in a unique position to offer the State of Arizona the most state-of-the-art and fully redundant network in which to support very

robust and feature-rich Directory Assistance and Enhanced Directory Assistance products. Our systems, databases and call centers are all completely interconnected and provide for the highest level of system and database availability in the industry.

INFONXX follows a standardized approach to implementation and migration that is schedule-driven and adopted to fit the customer's unique needs and business culture. The implementation ramp up of services is to be agreed upon by both parties. Each project follows a structured method; general project steps are listed below:

- * Receive signed contract
- * Hold and establish internal kick-off meeting
- * Order necessary telecom facilities (if needed)
- * Record branded greetings/closings
- * Establish customer account (CAP) internally
- * Establish and hold customer kick-off meeting
- * Identify responsibilities and contact information
- * Review project plan and action items/opens issues log
- * Install equipment and configure switches (translations)
- * Load greetings/closings and data and build necessary reports
- * Testing
 - * Network
 - * System
 - * Reporting
- * Acceptance testing
- * Launch
- * Customer Acceptance

INFONXX has a dedicated customer implementation team that supports the implementation process from contract signing to launch. A dedicated sales engineer and project manager will be assigned to the implementation team to help launch the State of Arizona's Directory Assistance and Enhanced Directory Assistance services.

INFONXX's suite of Standard and Enhanced services includes:

Local and National Directory Assistance: Listings for all 50 U.S. states including Canada and Puerto Rico.

Branding: Building brand recognition on the front & back end of every call. Back end branding available with call completion only.

Call Completion: We complete the call for you if you'd like. This option is not available with toll free access.

Reverse Directory Assistance: Published name and address for listings requested by telephone number.

Category Search: Listing information for a business when the caller does not know the specific business name or number.

Movie Listings: Theaters, names, show times, movie titles, ratings, and telephone numbers of movie theaters.

Restaurant Guide: Names, telephone numbers, and street addresses of the requested restaurants. Callers may request restaurants in a specific neighborhood or by specific type of cuisine.

Weather: Current and next day weather conditions for requested cities and airports.

Stock Quotes: Quotes for stocks listed on major domestic exchanges.

Horoscope: Look up can be searched by astrological sign or birth date.

Sports Scores: Scores for baseball (MLB), football (NFL), basketball (NBA), and hockey (NHL).

Lottery Results: Results of up to three (3) lotteries for participating states.

Event Information: Information for local events, festivals, fairs and concerts.

Time of Day: Current time of day.

Cross Streets: Cross streets for a listing can be given to a caller.

Preferred Provider: If caller is in need of a specific type of business, we have specialized merchants to whom we direct your call: towing, locksmith, taxi, etc.

INFONXX's Premium Enhanced services include:

Restaurant Reservations: Reservations can be made for a requested restaurant as part of the Restaurant Guide Product. The caller will receive a confirmation call.
Available soon.

ATM Locations: The closest ATM location will be given for a caller's specified address or location.

Traffic Information: Traffic information along a specified direction route.

TeleMas: Industry's first, and only, Hispanic Information Service. Spanish Language Service, Business Connections.

International Directory Assistance: Available upon request.

We've compiled some fast facts about our company and the services we offer:

- 2003 Capacity: 45 million calls/month
- Six redundant, interconnected US call centers (1700 seats)
- New redundant, interconnected Philippines call center (700 seats)
- New redundant, interconnected UK call center (250 seats)
- Managing 210MM listings that churn 65% annually
- In-house management of 3000+ data sources including RBOCs, ILECs, CLECs
- Data for Canada and Puerto Rico, and data for U.S. and British Virgin Islands (business listings only for VI), UK & EU countries also available at an additional cost per call.
- Delivering Performance
- Achieving highest service levels in the industry
- Providing all of the industry standard services
- Partnering with premier customer base
- Fewer than 10 complaints per 10 million calls
- Daily Average Speed of Answer of less than 12 seconds; equivalent to your customer hearing two rings before an INFONXX representative responds.
- Our service availability is greater than 99.99%; your customer will always have service.

- We have a database accuracy of 95% giving your customer solutions for all their needs.

If you have any questions, please contact:

Robin Brown
Sales Manager Administrator
INFONXX
3864 Courtney Street, Suite 411
Bethlehem, PA 18017
610.997.1108 direct
610.360.1839 mobile
610.997.1050 fax
Robin.Brown@INFONXX.com

In closing, INFONXX is looking forward to building a relationship with the State of Arizona to provide superior Directory Assistance and Enhanced Directory Assistance products.

Best Regards,

Robin Brown